

Tax Information Specialist

Dept: Tax

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate administrative support work in customer service, responding to inquiries made by the public in person and via telephone regarding a variety of tax questions and concerns, and related work as apparent or assigned. Work is performed under the limited supervision of the Assistant Tax Collector.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Responds to telephone and in person inquiries concerning payments, property taxes, ownership value of real and personal property, location and size of real property, payment of property taxes and collection procedures on unpaid taxes.
- Researches tax records for individuals and businesses who have filed bankruptcy to be filed with the bankruptcy courts.
- Inputs bankruptcy claims in system, files claims and related information, maintains and updates files, amends claims, purges files as required; processes payments.
- Maintains various records, files and reports related to property taxes, ownership value of real and personal property, location and size of real property, payment of property taxes and collection procedures on unpaid taxes.
- Processes outgoing mail, applies postage, sorts and distributes incoming mail.
- Confirms payments made and removes blocks from license tags in the Division of Motor Vehicles (DMV) system.
- Plots and prints maps for taxpayers.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of federal, state and local laws and policies regarding tax collection; thorough knowledge of the procedures, forms, record keeping systems and reports for the tax department; general skill operating standard office equipment, hardware and software; ability to deal courteously and tactfully with the public in adjusting complaints and explaining tax laws and policies; ability to solve problems within scope of responsibility; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

High school diploma or GED and one to three years experience working in customer service, handling money, or equivalent combination of education and experience. Associates/Technical degree preferred.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires reaching with hands and arms and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work requires close vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or

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important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, using of measuring devices, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Tax Information Specialist

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date